

Hawai'i County

Workforce Development Board

Workforce Development Council (WDC) Report

Date: September 11, 2017

County: Hawai'i

1. What is the status of the One Stop Operator in your area? Affiliates?

Our 1st Request for Proposal (RFP) went out on March 31, 2017 with the expectation of having a One-Stop Operator in place by June 1, 2017. We received one response which was deemed ineligible.

The 2nd RFP went out on July 13, 2017 and is still in negotiations at this time.

2. What progress have you made with the American Job Centers in your area?

We continue to develop an MOU and procure the One-Stop Operator. Discussions have been held to clarify the vision of the one-stop in Hawaii County.

Also, the AJC partners are preparing for their Annual Job Fair to be held on October 26th. It is the largest job fair in the county, hosting over 90 businesses and 750 job seekers.

A. Who are partners in the AJC?

At this time, Adult and Dislocated worker program, Wagner Peyser, Unemployment Insurance, TANF, and Office of Housing, Local Veterans Employment, and Division of Vocational Rehabilitation are all located at 1990 Kino'ole Drive, Hilo. Our current location is based under WIA in which all these programs are in different offices within the same building.

B. What is the status of the other partners not in the AJC?

The partners keep in constant contact and make referrals to each other via Resources Match. They attend monthly meetings where they share and learn more about the programs offered.

C. What is the status of the MOUs and infrastructure Costs?

The local AJC Partners have a strong working relationship and have been attending monthly meetings, as well as additional working sessions to collaboratively develop the MOU and the Board. Although we hold monthly meetings, many of them do not have the decision making authority in regards to the MOU or infrastructure costs at the local level. They want to contribute, but their hands are tied. Recommendations have been made to the partners to bring whomever who has the power to move the AJC MOU forward, but being they are in Oahu makes it difficult. The approved MOU went out for signature to the all the required partners on August 10, 2017. This MOU will be modified with a negotiated infrastructure funding agreement once completed.

MOU signatures have been received for the following programs:

WIOA Title I Adult, Dislocated Worker, and Youth Program	Office of Housing and Community Development
Community Services Block Grant Employment and Training Activities	Hawaii County Economic Opportunity Council
Housing and Urban Development Program	Office of Housing and Community Development
Indian & Native American Program WIOA title	Alu Like, Inc.

National Farmworker Jobs Program /Migrant & Seasonal Farmworker Programs WIOA title I	Maui Economic Opportunity, Inc.
Senior Community Service Employment Program title V of the Older Americans Act of 1965	Senior Training and Employment Program
State VR program, authorized under title I of the Rehabilitation Act of 1973, as amended by WIOA title IV	Division of Vocational Rehabilitation

Remaining programs still needing to sign:

AEFLA program - Adult Education and Family Literacy Act	Waipahu Community School for Adults
Career and technical Education programs at the postsecondary level, authorized under the Carl D. Perkins Career and Technical Education Act of 2006	Hawaii Community College
Jobs for Veterans State Grants Chapter 41 of title 38	Department of Labor and Industrial Relations Workforce Development Division
Programs authorized under the Social Security Act title IV, part A (TANF)	Department of Human Services
Unemployment Compensation Programs	Unemployment Insurance Division
Wagner-Peyser Act ES, as authorized under the Wagner-Peyser Act, as amended by WIOA title II	Department of Labor and Industrial Relations Workforce Development Division

3. List the policies and procedures that have been issued to guide your service providers?

- Data Validation
- Program Monitoring

A. Are the policies and procedures posted on your website?

Not at this time, but will be in the near future.

B. List the policies and procedures you plan to issue and deadline for each.

- Discrimination (October 2017)
- Supportive services and needs related payments (November 2017)
- Individual training accounts (ITAs) and Eligible Training Providers (ETPs) (November 2107)
- On-the-Job Training (OJT) (December 2017)
- Assessing the One-Stop Center(s) and the One-Stop Delivery System (February 2018)

4. Performance measures with narrative explaining the metrics for Adult, Dislocated Worker and Youth programs.

The current Federal performance measures for each program year to date and compare to last year.

Hawai'i County's performance outcomes for Program Year (PY) 15 are as follows:

Adult	Outcome Level	%of Negotiation	Outcome
Entered Employment Rate	73.33%	112.82%	met/exceed
Employment Retention	85.00%	98.84%	met/exceed

Average Earning	\$9,582	78.54%	not met
Dislocated Worker			
Entered Employment Rate	84.62%	108.49%	met/exceed
Employment Retention	98.15%	106.11%	met/exceed
Average Earning	\$12,415	84.12%	met/exceed
Youth			
Placement in Employment/Education	\$70.45%	111.83%	met/exceed
Attainment of Degree or Certificate	80.85%	118.03%	met/exceed
Literacy/Numeracy Gains	34.38%	76.40%	not met

At this time, we are unable to compare and pull true/accurate numbers for our PY16 performance targets, which would demonstrate the actual performance of our service providers. This is due to the limitations of HireNet.

In the performance reporting there are discrepancies that are not reflective of our actual accomplishments. This has been an on-going issue for PY16. During this transition, changes to the HireNet system hindered entering the necessary information. HireNet is still using WIA terminology, which is not part of the WIOA requirements based on the performance targets provided July 29, 2016. WDC continues to work with GeoSol regarding the issues with the transition from WIA to WIOA criteria. On June 5, 2017 we were told by WDC to go back and use the WIA PY15 common measure performance measures. Even with that we are still unable to input and obtain correct information.

Due to these issues with the HireNet reporting system, we have not been able to enter the appropriate information in a timely manner, nor pull reports that were previously accessible. This is true for our providers, as well.

5. What is the status of the sector partnerships in your area?

Hawaii County Workforce Development Board is proud to be a member of the Hawai'i County Agriculture Partnership, an island-wide partnership of growers and producers focused on shared action items that support the stability and growth of their industry. The next meeting scheduled for September 12th is to determine necessary alignment of education & training with industry demand is their top priority.

The agenda will include:

- Review of Top In-demand occupations in the Agriculture sector in Hawai'i County;
- Facilitated, industry-generated categories of needed skill/knowledge for Ag on Hawai'i Island;
- Introductory Presentations on Ag-related curriculum/credentials from HCC, UHH College of Ag, and Hawaii School district (15 minutes per presentation); and
- Facilitated Gap Assessment and Next Steps for stronger Alignment with Industry

6. Success stories as a result of the services provided by your American Job Center and affiliates.

Adult Program

DH is a 59 year old Native American female who came to Workforce Development Division (WDD) seeking employment and training assistance through the Workforce Innovation and Opportunity Act (WIOA) Adult program. She met all the eligibility criteria and several barriers to employment. Throughout the next few months DH shared her trials that she not only had to face but overcome. When DH walked into WDD she was homeless and staying at a shelter and had to deal with her disabilities.

DH graduated from Greer High School in South Carolina and attended 2 years of college at UH Hilo. She has worked in the hotel industry for many years and held positions as a front desk clerk, night auditor and catering administrative assistant. DH has been out of work for about 20 years due to a horrific automobile accident which

affected her physically. In addition, to dealing with her traumatic injuries and recovery, she also had to deal with Post Traumatic Stress Disorder from being in a physically and mentally abusive relationship.

DH felt she was strong enough to go back into the workforce and needed help finding a part-time job. DH was interested in taking computer courses to update her skills. She enrolled in the WIOA Adult program which provided career services through Hawaii Community College's Basic Computer Course. She did really well in the class, it gave her the necessary boost of confidence she needed to get back into the workforce.

DH worked for the Salvation Army during the Christmas season to test her endurance. She worked part-time, 4 hours a day, a few days a week. The experience demonstrated to her that she could manage physical work. As she and her case manager continued to work together, it was determined that she would benefit from the Work Experience program, which allowed her to work part-time in a clerical setting. At the time they were setting the Work Experience up, Debra needed to return to South Carolina to take care of some legal business. After everything was settled she informed the case manager that she would be staying in South Carolina where she would look for employment. She said she was very thankful for the course that she was able to take through the WIOA program. She ensured that she would stay in touch and provide updates.

When the case manager spoke to DH to follow up with her, DH is currently working at Goodwill Industries through the Senior Community Employment Program in South Carolina. She is eligible to work with the program for 4 years. She started with Goodwill Industries on May 1, 2017 at 4 hours a day from 9am – 1pm with Sundays and Wednesdays off. She is receiving minimum wage (\$7.25/hour). Her position is Production Worker, she works with linens, folding sheets, blankets, etc. and stocking shoes at the Goodwill store. She said it is really working out for her and hasn't missed a day of work yet.

Although DH was unable to remain in Hawaii, due to all the trials and tribulations that DH has gone through, this is truly a success as she is living a healthy life and now back in the workforce. DH believes the many meetings she had with her case manager at Workforce Development helped her to achieve her stability and success.

Dislocated Worker Program

KS is a 46 year old female who originally was referral to the WIOA Dislocated Worker program from the Unemployment Insurance Reemployment Services Eligibility Assessment (RESEA) program. KS was recently laid off of work from the U.S. Dept. of Agriculture as a Biological Research Associate.

KS has a M.S. in Public Health and had experienced a great deal of stress after being laid off. She found the transition challenging. Upon enrolling in the Dislocated Worker program, KS expressed an interest in a grant writing class and felt that with her background and the course in grant writing that she would be able to secure employment and possibly help to write grants ensuring future work. KS was enrolled and completed the University of Hawaii, Hilo's Continuing Education grant writing course.

KS worked with her employment counselor to look for employment opportunities and was successful in getting hired at the University of Hawaii, Hilo earning \$50,000/year putting her grant writing skills to use and is very excited about her new employment.

In-School Youth Program

An in-school youth enrolled into the Ola Program 4 months ago with no job or bank account. With the support and guidance of the Ola staff and career pathways the participant obtained subsidized employment through Ola's Community Work Experience Program (CWEP). She was placed at Hawaii County –Parks and Recreation Division. With the income she earns, she opened a savings account and has started to take on age-appropriate financial responsibilities such as paying for her own gas and cellphone bill. Ola staff continues to assist her along the way to educate and support her becoming financially responsible/literate and has continued to provide the guidance needed in order to keep her job. The participant was informed by her CWEP supervisor that when she graduates from high school and turns 18 years old, a full-time position will be offered for her to continue on with the Department of Parks and Recreation. She graduates in May 2018

Out-of-School Youth Program

At the age of twenty-one, this participant was a referral to the Ola Program by Goodwill's First to Work Program. Before enrolling into the Ola Program, this participant had lived and depended on the "system" as her means of income. After hearing about the Ola Program and how it helps youth who drop out of high school obtain their diploma's and provide job readiness trainings, this participant enrolled in the Ola program.

She was able to push through all of her barriers which included: dropping out of high school at the age of 16, being a single mother with a child with another one on the way; living on welfare (TANF/ SNAP) for a period of time and lacking work skills which would help end the cycle

After it was determined she was eligible for services under the then WIA and now WIOA grant, this participant earned her diploma through the Waipahu Community School for Adults – Hilo Campus, successfully found employment at CVS in Pahoa and is currently enrolled at the Hawaii Institute of Healthcare and Training Services to obtain her certification as a Certified Nursing Assistant. After obtaining her certification, this participant plans to pursue full-time employment in the private healthcare sector.